

TECH SAVVY SENIORS

INTRODUCTION TO TABLETS: IPAD


BASIC GUIDE



IT'S HOW
WE CONNECT



TOPIC	INTRODUCTION TO iPad	
WHO IS THIS WORKSHOP FOR?	<p>Tablets are a revolutionary new way of accessing the internet, playing games and communicating. They can do a lot of the things your computer can do, and they can be used or carried pretty much anywhere.</p> <p>This workshop is for people who have never used a tablet but are interested in finding out what they can do. You don't need to have a lot of PC or mobile smartphone experience.</p>	
WHAT YOU'LL NEED	Each workshop attendee will need an iPad, or be able to share an iPad with another attendee. (Android tablets are covered in a separate workshop.)	
WHAT YOU'LL LEARN	<p>In this workshop, we'll walk you through:</p> <ul style="list-style-type: none"> ▶ The hardware and basic interface of an iPad ▶ Touchscreens and gestures ▶ Installing and using apps such as games, web browser, communications tools and more. 	
TIMETABLE Total time: 2 hours The workshop is broken into three topics and six activities, with a break in the middle. Times are indicative only, so don't feel limited by the recommended duration of each task. Feel free to repeat any activities (practice makes perfect!), and ask questions at any time.	SUBJECT	DURATION
	A tour of the iPad	15 minutes
	Getting to know your iPad	20 minutes
	Using inbuilt apps	15 minutes
	Break	10 minutes
	Activity: turn the passcode lock on	5 minutes
	Activity: setting an alarm	5 minutes
	Activity: enlarging the text on the iPad	5 minutes
	Activity: using the calendar	10 minutes
	Activity: using the camera	10 minutes
	Activity: visiting the App Store	10 minutes
	Activity: using the web	10 minutes
	Summary	5 minutes
	TOTAL	120 minutes

SUBJECT	A TOUR OF THE IPAD
TIME 	15 minutes
TYPES OF TABLETS 	<p>Tablets come in a variety of different sizes and shapes from all different manufacturers. They are typically defined by two key characteristics:</p> <ul style="list-style-type: none"> ▶ The screen size, listed in inches. Like television screens, the screen size is a measure of the distance between opposite corners on the rectangular screen. ▶ The operating system. This is the “base” software that runs the tablet and controls how it functions. Different operating systems look and work a little differently, although there’s also a lot in common between tablet operating systems. <p>There are three main operating systems used today in tablets. The first is iOS, which is used exclusively by Apple in the Apple iPad line. iPads are the world’s best selling tablet range.</p> <p>The second is Android, which is used by a number of different tablet makers, including Samsung, Sony, Huawei and others. Different manufacturers sometimes modify Android a little, but the core experience is very similar – and indeed very similar to the iPad. Android itself was created and is managed by Google.</p> <p>The third is Windows, which looks and works very similar to Windows on a desktop or laptop computer. Windows is currently the least popular of the three main operating systems for tablets, but there are a few tablet makers who use it – Dell and Microsoft, for example.</p> <p>Throughout this workshop, we’ll be providing guides for the iPad.</p>

IOS AND WORKSHOP TABLETS

The diagrams and instructions in this workshop show Apple iOS9.

If you are using a different version of iOS you can update your tablet by tapping **Settings, General** then **Software Updates**. You can also follow the instructions at

<https://www.apple.com/au/support/ios9/>



The three main types of Operating System for tablets are (from top to bottom) : iOS (Apple), Android and Windows

DIFFERENT ASPECTS

One big difference between the iPad and Android tablets is what is called the aspect ratio. This is the ratio of the width to the height of the tablet. The iPad is squarer, like old TV sets, while Android tablets are usually wider or taller, depending on which way you hold the tablet, like a new flat screen TV.

Each has its pros and cons. The iPad, for example is better for reading, since it has more of a “book” shape. Android tablets tend to be designed for watching widescreen movies, which should fit on screen without any black bars.

LOOK AT THE HARDWARE



If you look at your iPad, you'll see a lot of little buttons, switches and holes for plugging things in. We'll talk you through those quickly here.

Those buttons, connectors and elements include:

On the front:

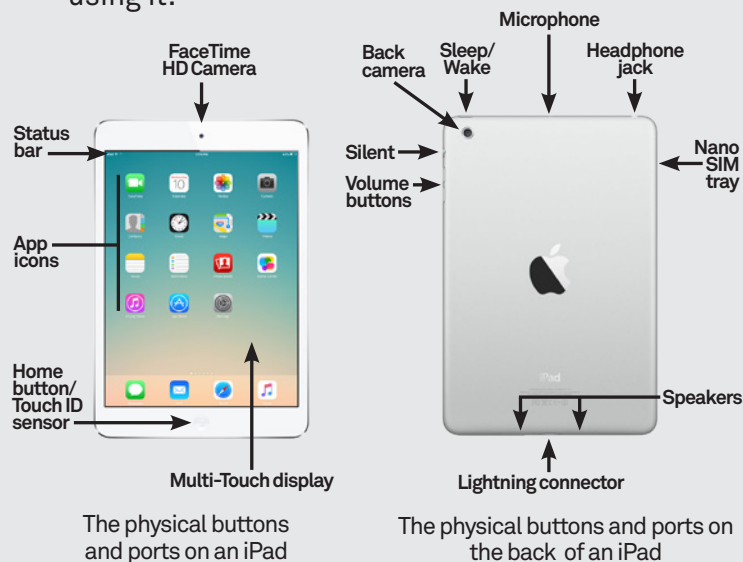
- ▶ The **multi-touch screen**, which is the main display for the tablet.
- ▶ The **status bar** and **app icons**, which appear on the display. We'll talk about those when we get to the next part of the workshop.
- ▶ A tiny pinhole front camera. This is so you can make video calls with other people while being able to look at their face on screen.
- ▶ A **Home** button just below the screen. When you're using the iPad and have an app open (for instance, if you're playing a game) and you'd like to return to the main screen to launch another app, you can press the Home button.

On the back:

- ▶ A camera aperture. This is the **rear camera**, for taking photos just like you would on a mobile phone or digital camera.

On the sides:

- ▶ At the top is the **Sleep/Wake** button. This turns the screen off and wakes it back up again. Like a mobile phone, you don't have to ever shut the iPad down, but to save battery power you should put it to sleep whenever you're not using it. A quick press of the sleep/wake button will do that. To wake it back up again, press it again quickly. Like a mobile phone, the iPad will also go to sleep itself after a period of time if you're not using it.



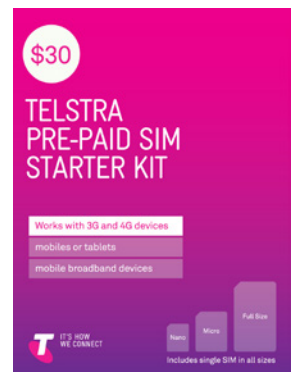
LOOK AT THE HARDWARE





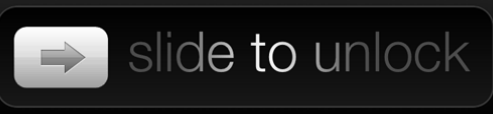

- ▶ The headphone jack is a port into which you can plug a set of standard headphones. The iPad has speakers, but if you don't want to disturb people around you, you can use this instead.
- ▶ On the side are the up and down **volume** buttons.
- ▶ Next to the volume buttons is the **side switch**. This has a special function. The iPad, like other tablets, can be used in any orientation. If you turn it sideways, the contents on the screen will actually rotate to remain upright.

- ▶ That's pretty useful, but it can be a problem in some situations, such as when you want to lie on your side while using the iPad.

The side switch can be used to lock the orientation of the screen so that it doesn't rotate. (It can also be used to mute the iPad, if this is your preference). You can control the function of the side switch in **Settings** under **General**.
- ▶ iPad models with 3G/4G capability (they can access the internet through a mobile network), will have a slot for a SIM card which links the iPad to a mobile account. WiFi-only iPad models can still access the internet through a wireless network like you may have at home.
- ▶ On the bottom of the iPad is a port for connecting a cable or dock to charge the iPad's battery. If you ever need to connect the iPad to a computer, the cable to connect it plugs in here too. Depending on the iPad model, the port will be narrow (for lightning cable connections) or wide (for 30-pin cable connections).



Many tablets have a slot for inserting a SIM card. This allows you to connect to the internet over the mobile phone network

SUBJECT	AN IPAD INTERFACE GUIDE
TIME 	20 minutes
TURNING ON AND UNLOCKING 	<p>Turning on the iPad is easy. Hold down the sleep/wake button for a few seconds, and watch as the Apple logo appears on screen. The logo will stay on screen for around 30 seconds, while the device turns on.</p> <p>What you'll see next is the lock screen.</p> <p>At the bottom of the lock screen, will be this:</p> <div data-bbox="438 683 1013 840" style="border: 1px solid black; padding: 5px; text-align: center;">  </div> <p>To unlock the iPad, take your finger and place it on the arrow on the left. Then, keeping it in contact with the screen, slide your finger to the right to “drag” the arrow to the end of the bar.</p> <p>If you have chosen to do so, you will have to enter a 4-digit pin number after you Slide to unlock. Setting a passcode helps keep the content of your iPad secure, as only the people who know the passcode can use the device.</p> <p>We set up a passcode on the iPad in the activity on page 11.</p>
USING TOUCHSCREENS AND GESTURES 	<p>Before we actually start using our iPad, we should talk about how the device is controlled. The iPad doesn't come with a keyboard or a mouse, although you can connect a separate keyboard if you want.</p> <p>Instead, they rely on touch. Touch works like mouse clicks on a computer. When you need to type something, a keyboard will appear onscreen and you can tap the keys with your finger.</p> <p>There are also other ways you can interact with your iPad. The iPad supports multi-touch gestures, which let you control the device in new ways. For example, a double-tap with one finger will zoom a web page or a photo.</p> <p>The iPad supports multi-touch gestures that can use up to five fingers at once. You can learn more about this in Settings, General, Multitasking.</p> <p>We will focus on the six most used gestures below.</p>

← Just slide the bar to unlock the iPad



1. Tap

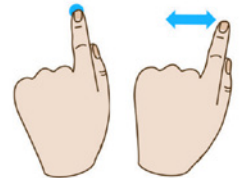
- ▶ This is simply a quick touch of the screen with one finger. It's the simplest gesture there is.
- ▶ A tap is used to launch apps, select items, follow web links and so on.
- ▶ Tap the equivalent of a left-click on your PC.



Tap

2. Drag (tap and hold)

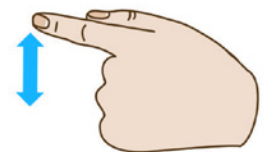
- ▶ Touch a part of the screen, and keep your finger in contact with the screen.
- ▶ The effect of this varies, depending on the application.
- ▶ Tap and hold is often the equivalent of a right mouse click on a computer. For example, when you tap and hold on text have typed or are reading on a web page, you see options to Select, Cut, Copy, and Paste the text.
- ▶ On your Home screen, tap and hold can be used to move apps around. Tap and hold an app icon so that it appears to “wobble”, then drag it to where you want it.



Tap and hold (and drag)

3. Scroll

- ▶ Simply touch a part of the screen that doesn't have a button or link. Keep your finger in contact with the screen and move it up or down, left or right.
- ▶ This is most commonly used for scrolling through documents or web pages. For example, if you visit a web page that's too long to see on the screen, touch any part of the page that's not a link near the bottom of the screen, then push your finger up the screen, as if you were pushing the web page up to reveal the rest of it. This will cause the web page to scroll
- ▶ Obviously, you can do the same in reverse – or left and right if the page or image is too wide.



Scroll

4. Swipe

- ▶ Swipe is a quick slash across the screen. It can be in whatever direction is required.
- ▶ Swipe is most commonly used when flipping between pages (in a book) or images (in an album). The gesture is like swiping the current page or image aside to reveal the next page or image.



Swipe



- ▶ Swipe is also used on the iPad Home screen: if you have a lot of apps installed (too many to fit on one screen), you can have several Home pages. You swipe left or right to switch between them.
- ▶ Swipe can also be used for fast scrolling. Instead of slowly scrolling, you can swipe a web page up or down. How quickly you swipe actually determines how far it scrolls.

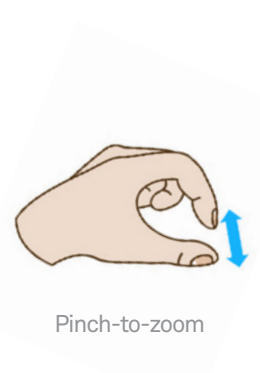
5. Pinch-to-zoom

- ▶ Pinch requires two fingers. Place your fingers (usually the thumb and forefinger) around a part of the screen you want to zoom in or out of. Then pinch your two fingers together, or apart, to zoom in or zoom out.
- ▶ You can think of it like squeezing or expanding the screen.
- ▶ Pinch is often used in web browsers. If a link is too small to tap, you can zoom in to make it larger and easier to tap. It's also used in the photos app to zoom in and out of your photos.

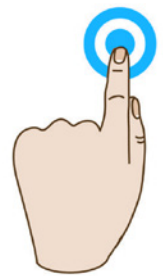
6. Double tap

- ▶ This gesture involves simply tapping on the screen twice, with one finger, in quick succession.
- ▶ It serves a similar function as pinch to zoom: for example, in your photos app, double tap the part of the photo you want to zoom in on, and double tap again anywhere to zoom out.


We'll have a chance to try out all of these in our activities, but if you want to do a little practise, you can switch on the iPad (a quick press of the sleep/wake button) and give them a try.



Pinch-to-zoom





Double tap

SUBJECT	USING INBUILT APPS
TIME 🕒	15 minutes
THE HOME SCREEN 	<p>Once the iPad is switched on and unlocked, you should find yourself at what is called the Home screen. This is where you launch your apps.</p> <p>Apps are mini programs that add functionality, such as a calendar, clock, game or web browser. The iPad comes with a number of free apps pre-installed, and you can also download new apps from the App Store onto your iPad. There are more than 675,000 apps designed specifically for the iPad available on the App Store.</p> <div data-bbox="443 775 1168 1317" data-label="Image"> </div> <p style="text-align: right;">← The iPad Home screen</p> <p>On screen, you'll see a number of app icons. These are graphical images each representing a different app. You could see an envelope icon for your email program, a speech bubble icon for your messages, a camera icon for taking photos and so on.</p>

TOO MANY APPS?

One special thing about the Home screen is that you have more than one. If you have so many apps installed on your iPad that their icons can't fit on the one screen, extra icons will appear on secondary (and tertiary, and quaternary and so on) home screens.

To access additional Home screens you use the swipe gesture, anywhere on the home screen. Swipe left to go to the next home screen, swipe right to go back.

ACTIVITY	TURNING THE PASSCODE LOCK ON
TIME 	5 minutes
TASK	Locking your iPad means that if you leave it somewhere or it is stolen, you can be confident no-one can access your content. Setting up a passcode lock is easy.
<p>TURNING THE PASSCODE LOCK ON</p> 	<p>A screen lock helps protect the contents of your tablet from unauthorised use. When the passcode lock is turned on, it needs to be keyed in every time you turn on your iPad, and when it has been in sleep mode. Here's how it's done:</p> <ul style="list-style-type: none"> ▶ Tap Settings, then tap Passcode. The passcode function is represented by a red padlock icon. ▶ Tap Turn Passcode On on the right side of the screen. ▶ Type four numbers into the numeric keypad, then re-type the numbers to confirm your passcode. Be sure it's a number you can remember, and make a note of it somewhere. ▶ Next, tap Require Passcode. Select Immediately or one of the other options - 5 minutes, for example. Whenever the iPad is inactive for that period of time, you will need to enter the passcode to use it again. ▶ Press the Home button to return to the iPad home screen. ▶ Remember, you can change the passcode as many times as you like.



iPad Passcode icon

THE HOME SCREEN



On the top of the screen you'll notice a variety of icons. The time is in the centre, while the left displays an icon depicting the strength of the wireless or 3G/4G mobile network. On the right is the battery status.

LAUNCHING AN APP



Now let's try launching an app.

Launching an app is simple: tap on the icon of the app you want to launch. Try launching an app now.

You can try out the camera, Photos or Weather app, for example.

Anytime you're in an app, you can return to the Home screen by pressing the Home button below the screen.



From left to right:
Camera, Photo Viewer,
Weather apps

ACCESSING SETTINGS





The **Settings** app controls many functions of the iPad : the wireless network, app security, App Store accounts, email and messaging accounts, time and location settings, and much more.

To access the settings on an iPad, just tap on the Settings button.










iPad Settings button

ACTIVITY	SETTING AN ALARM
TIME 	10 minutes
TASK	Let's try setting the alarm so that the iPad will alert you at set times.
<p data-bbox="97 495 293 568">SETTING THE ALARM</p> 	<ul style="list-style-type: none"> <li data-bbox="443 495 1166 595">▶ Tap on the Clock icon (it may not be on the main home screen, if it's not, try swiping left or right to see additional home screens.) <li data-bbox="443 613 1126 680">▶ Once inside the Clock app, tap on the + sign in the top-right corner. <li data-bbox="443 698 858 732">▶ A new window will pop up. <li data-bbox="443 750 1161 954">▶ In the Add Alarm window, you'll see the time set into three columns (hour, min, AM/PM). For each, touch the column, and keeping your finger in contact with the screen, move your finger up and down to change the setting (remember the scroll gesture?). <li data-bbox="443 972 1134 1072">▶ If you want the alarm to repeat, tap the Repeat button and select which days of the week the alarm should sound. <li data-bbox="443 1090 1150 1258">▶ To give your alarm a name, tap on Label. Use the onscreen keyboard to type a name that helps remind you why you set the alarm. For example: "Rob's birthday", "Turn off sprinklers", "Take afternoon medication". <p data-bbox="501 1276 1129 1341">Once you're happy with your new alarm, tap on Save.</p> <p data-bbox="443 1359 1139 1460">The iPad lets you set multiple alarms, which you'll see displayed on the alarm screen in the Clock app. You can change and remove alarms by tapping On.</p>





Alarm icon

ACTIVITY	ENLARGING THE TEXT ON A TABLET
TIME 	5 minutes
TASK	Changing the text size on your iPad to make it easier to read.
<p>CHANGING THE TEXT SIZE</p> 	<p>Changing the text size is performed in the Settings app. Tap on the Settings app on the Home page to get started</p> <ul style="list-style-type: none">  Tap on General.  Tap on Accessibility.  Tap on Larger Text.  Tap on the Larger Accessibility Sizes switch.  Touch the slider, and hold your finger on the screen, then drag left or right to change the font size.

PINCH-TO-ZOOM

The above technique makes the text in most apps appear larger. If you don't want to make a global change just to view, for example, a single specific web page in your Internet browser, you can instead use pinch to zoom.

Remember that gesture? That's where you use two fingers and pull them apart or pinch them together. In a web browser, this lets you zoom in on a particular part of the web page. It's also used in lots of other apps, and works for pictures as well.

ACTIVITY	USING THE CALENDAR
TIME 	10 minutes
TASK	Let's try adding a calendar entry. This works just like a normal calendar, but with one added bonus: the iPad will also pop up a notification to remind you of important events.
USING THE CALENDAR 	<ul style="list-style-type: none"> ▶ Tap on the Calendar app. It's the one with the current date in it. A calendar will appear. ▶ Tap on Month at the top of the screen. (This is the section where you can see different views of your calendar: day, week, month, year). ▶ Swipe up or down anywhere on the screen to change the month. ▶ Tap and hold on the day you want to add an event on. A New Event window will appear. ▶ The onscreen keyboard will appear. Type in a quick description of the event. ▶ You can also tap on Location, to enter a place where the event will take place. ▶ Tap on the starting time. You will now be able to use the wheels to change the start time, just like in setting an alarm. There's also a switch to set it as an all-day event – just tap to select. ▶ Tap on the ending time, and set when the event will finish. ▶ Tap on Add. ▶ Back in your calendar, you'll see the event you've just created highlighted on the day it's scheduled to take place.





The iPad Calendar icon

THE ONSCREEN KEYBOARD

Using the onscreen keyboard is pretty easy. Just tap on the letter you want, and tap the **Return** key when you're done.

- ▶ The iPad keyboard displays letters and a limited selection of punctuation marks. To type in numbers, press the **?123** button to switch the keyboard to numbers., in this keyboard, tap the **#+=** key to see more symbols. (Tapping the **ABC** button switches back to letters).
- ▶ To type upper case letters, tap on the **Shift** key, which is the arrow pointing upward. This will allow you to type one letter in uppercase. To capitalise all letters, quickly double-tap the arrow – the letters will appear capital on your screen, and a line will appear under the Shift arrow. Tap it again to turn capitalisation off.
- ▶ To make the keyboard disappear, tap on the small keyboard key in the right-hand corner.



ACTIVITY	USING THE CAMERA
TIME 	10 minutes
TASK	Your iPad has a camera, so you can take photos with it just you can with a mobile phone. Let's take some photos!
<p>USING THE CAMERA</p> 	<ul style="list-style-type: none"> ▶ Tap on the Camera app. ▶ The main screen instantly switches to become a viewfinder. Lift your iPad up and move it around to frame your shot. You can also rotate your iPad for portrait/landscape shots. ▶ On the side or bottom of the screen are your camera controls. Tap on the white circle to actually take the shot. ▶ You can keep taking shots as long as you like. ▶ If you tap on the Rotate Camera icon, the tablet will switch to the front camera – you'll suddenly see yourself in the frame. Take a few selfies for fun! ▶ To see the photo (or photos) you just took, tap on the thumbnail image on the bottom right of the screen. ▶ You can later view all your photos by going to the Home page and tapping on the Photos app.



The iPad Camera icon

















Use this to switch to the front camera

ACTIVITY	USING THE WEB
TIME 	10 minutes
TASK	<p>Let's go web browsing. Obviously there's a lot more to the web than we have time for here, but let's just see how you can use your iPad to access it. If you've never used a web browser, don't be afraid to ask your workshop leader for help.</p>
<p>BROWSING THE WEB</p> 	<p>Tap on the browser icon on your iPad tablet.</p> <ul style="list-style-type: none"> ▶ Like your computer browser, the browser has tabs at the top of the screen, allowing you to open more than one web page at once. ▶ To open a web page, tap on the Address bar near the top of the screen. ▶ The onscreen keyboard will popup, allowing you to type in the web address of the site you want to visit. Try en.wikipedia.org, for example. ▶ You can also perform a search by typing the search terms into the Address bar. The browser will detect that it's not a web address and will perform a Google search instead. ▶ Now the iPad should load up the web page. Remember your gestures? <ul style="list-style-type: none"> • Tap once on a link to follow it. • Tap and hold, then move your finger up and down to "push" the page up and down. • Swipe the screen to scroll really fast. • Pinch to zoom in and out. This makes targeting links easier. • Double-tap to do the same. ▶ Tap on the X in the tab at the top to close a tab. ▶ Tap on the left and right arrows at the top of the screen to back and forward, just like on your computer browser. ▶ When you're done browsing, you can just tap on the Home button.



The iPad Safari web browser icon

ACTIVITY	VISITING THE APP STORE
TIME 	10 minutes
TASK 	<p>Your iPad comes with a number of great apps for free, you can also download new apps and install them on your iPad. There are 675,000 apps designed specifically for iPad available on the App Store, including:</p> <ul style="list-style-type: none">  Games  Productivity programs like word processors  Media viewers  News feeds  Email and social networking applications  Useful and fun tools  Much, much more. <p>Some of these apps can be downloaded for free; others cost money, although prices are typically quite low.</p>
VISITING THE APP STORE 	<ul style="list-style-type: none">  To download new apps, tap on the App Store app.  You can search for apps by tapping on the Search bar in the top left-hand corner, and then typing in what you're searching for.  You can also view top charts (for free and paid apps), explore popular categories and collections, and see apps you've purchased by tapping the icons at the bottom of the screen.  Tap on an app to see its full description. When you find an app that you like, tap +Get to download it.



App Store icon

SUMMARY

Congratulations. You've taken your first steps into the wonderful world of iPads. Soon, you'll probably wonder how you ever lived without one.






TIME

5 minutes

RECAP



You should (hopefully) now be pretty comfortable with:

-  Turning the iPad on and off
-  Most of the basic gestures and onscreen keyboard
-  Launching and downloading apps
-  Taking photos and adding calendar events
-  Browsing the web on your iPad.

USEFUL WEBSITES



Apple's iPad site

www.apple.com/au/ipad/

Apple iPad support

www.apple.com/support/ipad/

Apple free workshops

<http://www.apple.com/au/retail/learn/>

Apple Accessibility support

<http://www.apple.com/au/support/accessibility/>

GLOSSARY



TERM	EXPLANATION
3G/4G	A type of mobile service that also offers internet access.
ANDROID	An operating system for mobile phones and tablets.
APP (APPLICATION)	A software program for tablets and phones.
CAPACITIVE TOUCHSCREEN	A type of touchscreen that responds to your body's electrical capacitance.
GESTURE	A particular type of movement that controls a touchscreen.
GOOGLE PLAY	An online market for movies, books and apps on Android devices.
iOS	An operating system used on Apple's iPhone and iPad.
iTUNES	A media player and online market for music, videos and books.
APP STORE	An online market for iOS apps.
MODEM/ROUTER	A device that connects you to a particular broadband service.
OPERATING SYSTEM	The "core" software of a computer or computing device.
RESISTIVE TOUCHSCREEN	A type of touch screen that responds to pressure on the screen.
SYNC (SYNCHRONISING)	Making equal copies of a folder or set of files across multiple devices.
WINDOWS 10	New operating system from Microsoft that can be used on tablets.
WIFI (WIRELESS HOME NETWORK)	A short range wireless network, usually only covering a home, that lets wireless devices access a broadband connection.

DISCLAIMER

The information contained in this publication and any accompanying materials is strictly for educational and informational purposes. The publication and any accompanying materials do not constitute the promotion, endorsement or approval of any product or service referred to, shown or demonstrated in the publication and any accompanying materials.

The publication and any accompanying materials are designed to be used as an initial reference only. They are not intended to be a comprehensive guide or to apply in all situations.

Reasonable endeavours have been made to ensure that information appearing in this publication and any accompanying materials was correct at the time of production. However, the authors, producers and presenters of this publication and any accompanying materials (the Relevant Persons)* make no representation or warranty as to the accuracy, reliability, completeness or currency of the information in this publication and any accompanying materials.

The information and any advice provided in this publication and any accompanying materials is provided solely on the basis that the audience will be responsible for making their own assessment of the matters discussed herein and are advised to verify all relevant representations, statements and information.

* The Relevant Persons:

- exclude, to the maximum extent permitted by law, all express or implied warranties of any kind in relation to any information in this publication and any accompanying materials;
- are under no obligation to update any information in this publication and any accompanying materials or correct any inaccuracy on this publication and any accompanying materials which may become apparent at a later time; and
- reserve the right, in their absolute discretion, to delete, alter or move the publication (and any accompanying materials) and any of the contents therein (including the terms and conditions of this disclaimer) at any time without notice.

* The Relevant Persons include any individual, company, partnership or government department involved in the making of the publication and their respective officers, employees and agents.

TRADEMARK NOTICE

All product names or websites referred to in this instructional publication may be the trademarks of third parties.

INTELLECTUAL PROPERTY NOTICE AND DISCLAIMER

Copyright© Telstra Corporation Limited (ABN 33 051 775 556). All rights reserved. Third party copyright and trademarks reproduced with consent by Telstra Corporation Limited (ABN 33 051 775 556). The material is protected by copyright under the laws of Australia and, through international treaties, other countries. No part of these materials may be released, distributed, reproduced, copied, stored, or transmitted in any form or by any means whether electronic, mechanical, recording or otherwise except for your own information, research or study.